



**Organization:** United Way of the Midlands  
**Job Title:** 211 Navigator (Bilingual)  
**Department:** 211 Helpline  
**FLSA Status:** Full-Time, Non-Exempt  
**Location:** Omaha, NE

**UWM's Mission: To UNITE our community's CARING SPIRIT to build a STRONGER tomorrow.**

**UWM Guiding Principles:**

- Build **TRUST** in everything we do
- Extend **GRACE** by thinking beyond yourself
- Show **GRIT** by bringing it every day
- Be **OPEN** to embrace others' differences
- Actively **ENGAGE** by listening and sharing
- Live **CURIOUSLY** to learn constantly

As an organization that has been around for 100 years, United Way of the Midlands (UWM) has served the Omaha-Council Bluffs metro by bridging the business and not-for-profit sectors to create a Circle of Support that helps our neighbors overcome difficult challenges and start building a better future. UWM's funded programs and direct services address social and economic disparities and meet families' essential needs such as healthy food, safe and stable housing, physical and mental health services, career preparation, and job training. We are also diligently working to learn more about the experiences of different communities and to strive for inclusivity and equity so individuals and families can lead the best lives possible.

The 211 Navigator helps to provide personalized connections to local services that meet individual needs in partnerships with human service agencies, educators, and health care professionals that strengthen families. The Navigator will answer inbound calls, text, email, and chat messaging from individuals and community providers to appropriately screen and refer callers in need of assistance.

**Duties and Responsibilities:**

- Research and identify appropriate and accurate referrals for individuals, physicians, healthcare providers, and other social service agencies.
- Provide individuals, physicians, healthcare providers, and other social service agencies with age-appropriate and family-specific community and information resources.
- Follow up with individuals, physicians, healthcare providers, and other social service agencies via phone, text, chat, mail, and/or email to evaluate if needs were met.
- Answer all inquiries with an appropriate tone, paying close attention to voice inflection and volume as appropriate.
- Maintain a nonjudgmental attitude when communicating with clients, displaying sensitivity to all diverse backgrounds.

- Identify and reflect on the feelings of the client
- Assess the client's needs or situation using pertinent questions and the principles of active listening.
- Advocate for clients when appropriate.
- Request statistical and demographic information related to our clients to assist in the determination and tracking of unmet needs in the community.
- Record client's information into the Helpline database, complete the intake form and provide referrals to the appropriate resources as needed.
- Perform administrative and reporting duties, including external reporting, database updates, etc.
- Complete assessments for clients.
- Access the 2-1-1 database for resources and appropriately refer clients.
- Identify requests for resources that are not available in our database and inform the Manager, Data Resources of unmet needs.
- Maintain an acceptable level of inquiries and customer service performance as the 2-1-1 training standards describe.
- Complete all training for new programs and services related to 2-1-1 and provide feedback as needed.
- Actively participate in committees, teams, meetings, and task force as needed.
- Assist managers with monthly reporting.

**Required Skills and Abilities:**

- High level of professionalism, confidentiality and capacity to work independently.
- English proficiency, Spanish required for communication with supervisors, coworkers, clients and customers.
- Written and oral fluency in both English and Spanish.
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment.
- Ability to work alternative schedules and demonstrate flexibility in times of disaster.
- Engage in and maintain knowledge of UWM programs and strategies.
- Proactive in engaging in or seeking out self-learning opportunities.
- Ability to work effectively as a team member and assist other staff members willingly.
- Must be able to attain certification through the Alliance of Information and Referral Systems (Community Resource Specialist) CRS within 2 years of employment.
- Knowledge of MS Office Outlook, Excel, Access and Word Processing software.
- Other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Education and/or Experience:**

- Associate's degree (preferred) from two-year College or University and/or;
- Two to three years related experience and/or training in Social Services or Human Services.
- Experience in Healthcare related field (preferred).

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer
- Ability to communicate clearly in person and over the telephone
- Regularly reach with hands and arms and talk or hear

- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl
- Must occasionally lift and/or move up to 10 pounds
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- The noise level in the work environment is usually moderate

**Benefits:**

- Shared health, dental, and vision insurance
- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Employer-paid life and disability insurance
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym

**How to Apply:**

Please submit your cover letter and resume to [resume@UWMidlands.org](mailto:resume@UWMidlands.org)

*United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.*